

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, July 13, 2021

1:00 pm - 3:15 pm

Webinar Only

Zoom Link - <https://zoom.us/j/93770543175>

Dial In - 888 788 0099 (Toll Free)

Meeting Number - 937 7054 3175

***Please see note below.**

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
5	1.	Call to Order/Roll Call	Action	
5	2.	Review & Approval of Minutes of June 8, 2021	Action	5-11
10	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
10	5.	Gated Communities Policy - Colin Obeso	Information	
15	6.	Travel Training Update - Eric Haack	Presentation	
10	7.	New Member Selection Subcommittee-Rycharde Martindale	Action	12
10	8.	Officer Nominating Subcommittee-Rycharde Martindale	Possible Action	
10	9.	Operations Update - Gina Breceda	Presentation	
10	10.	Communications Subcommittee Update-Matthew Avancena	Possible Action	
10	11.	Same Day Subcommittee Update - Matthew Avancena	Possible Action	

10	12.	Operations Subcommittee Update - Matthew Avancena	Possible Action
15	13.	Member Communications	Information
5	14.	Adjournment	Action

Access Services does not discriminate based on disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary devices and services to facilitate communication. In determining the type of auxiliary devices and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary devices and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those devices or services. You may do so by contacting (213) 270-6000.

Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific agenda item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the CAC is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chair. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The CAC will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the CAC may direct staff to investigate and/or schedule certain matters for

consideration at a future CAC Meeting.

"Alternative accessible formats are available upon request."

***NOTE**

NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, CAC committee members will be participating via webinar. The public may submit written comments on any item on the agenda - 1) through email by addressing it to - CAC@accessla.org or 2) via US Postal mail by addressing it to - Access Services CAC Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 10:00 am on Tuesday, July 13, 2021 so they can be read into the record as appropriate.

The public may also participate via the Zoom webinar link or by teleconference. Please review the procedures to do so as follows:

How to Provide Public Comment in a CAC Meeting via Zoom:

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://zoom.us/j/93770543175>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause an audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, the please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

Note: Members of the public will not be shown on video.

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at:
https://accessla.org/news_and_events/agendas.html
2. US: +1 669 900 6833 or +1 346 248 7799 or +1 253 215 8782 or +1 301 715 8592 or +1 312 626 6799 or +1 929 205 6099 or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free)
Webinar ID: 937 7054 3175
3. When the Committee Chair calls for the item on which you wish to speak, press *9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
4. When called, please state your name and limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.
5. If you cannot use the "raise hand" feature, please submit a written comment as outlined above.

<p style="text-align: center;">MINUTES Community Advisory Committee (CAC) Meeting June 8, 2021 1:00 pm - 3:15 pm</p>

CALL TO ORDER

Chair Rachelle Goeman called the meeting to order at 1:05 p.m.

INTRODUCTIONS

CAC Members Present: Chair; Rachelle Goeman, Vice-Chair; Gordon Cardona, Maria Aroch, Yael Hagen, Terri Lantz, Tina Fofoa, Wendy Cabil, Bhunit Shah, Scott Barron, Jesse Padilla, Olivia Almalel, Michael Conrad and Michael Arrigo.

CAC Members Not Present: Marie France Francois

Board Members Present: Martin Gombert

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, F Scott Jewell, Art Chacon, Karina Abrica, Hector Rodriguez, Mike Greenwood, Rogelio Gomez, Rycharde Martindale.

Guests Present: None

REVIEW & APPROVAL OF MINUTES

Chair Goeman asked for a motion to approve the May 11, 2021 minutes.

Motion: Member Lantz
Seconded: Member Fofoa
Abstained: Member Cardona, Almalel, Hagen
Motion: Passed

GENERAL PUBLIC COMMENTS

Mel Bailey made a public comment by stating that a driver, Jasmine Gamble, called the police on him during a ride, causing a panic attack. He stated, Access said that they should not have reacted this way as he did nothing wrong. (needs to be fact checked to be accurate) He has not received a call to offer any type of consideration. He has however, received a letter of warning from Access operations that no one can substantiate based off of two lies. They refuse to review the evidence with him and

stated that it is a letter of warning, that there basically is no due process. Secondly, he wanted to acknowledge Luis Garcia and the Southern region for working efficiently and professionally. The retaliation he is receiving from MV and Access is horrible and should not be allowed. He is asking for an investigation and audit to assist him with his situation.

Jan Johnson made a public comment by stating that she would like to see the drivers receive more training on service animals. She had a cat in a carrier and told the driver before even getting into the vehicle that she had the cat in the carrier. She suggested to carry the cat on her lap but the driver insisted on calling dispatch anyhow. The driver asked her to put the cat in the trunk and dispatch told him no, but that shouldn't have even happened in the first place.

BOARD REPORT

Board Secretary Martin Gombert gave a presentation on the last Board of Directors meeting on April 19th. Approval was made to purchase up to 118 paratransit vehicles, which will happen later in the calendar year. The Board approved an accessible electric vehicle project letter of support. Access is looking to purchase 10 accessible electric vehicles and operate them out of several Access garages in the service area. Another item was to extend the term, increase funds and change the scope for the Where's My Ride software and services contract and the last item related to insurance coverage for both employees and vehicles.

HOW TO CALL INTO A MEETING

Director of Administration, F Scott Jewell gave a presentation for the procedures on how to connect to a webinar meeting.

PUBLIC COMMENT

Kim Hudson made a public comment by asking if someone who doesn't use the internet at all but would like to join the meeting, how they would access this information otherwise. F Scott Jewell responded that the information is available when the agenda is issued so then this could be included in the recording on the infoline and also via on hold messages.

Mel Bailey made a public comment by stating that those who are visually impaired had had problems accessing the agenda and he was able to call customer service and the representative read the agenda and the highlights to him.

MEMBER DISCUSSION

Chair Goeman asked what the people who do not use the internet but who call into the meetings should do when they have issues finding the links on the agenda. F Scott

Jewell responded that he could move the connecting information to the top of the agenda for better accessibility. This would facilitate the access connection codes for those with Braille copies.

Member Barron asked if it would be possible to have an audio recording of the agenda somewhere on the website. F Scott Jewell responded that they do provide alternate forms of the agenda, like Braille or written copies but they need to be requested ahead of time. Member Barron stated he considered the recording of the agenda an alternate form.

Member Hagen responded that a lot of people have screen readers and also many computers have built in screen readers on both Windows and Mac computers. She also suggested that they put the meeting information and minutes on another tab other than News and Events because it is really hard to find the agenda under that section. She suggested a "join meeting" button on the main website page or something easier to access.

Member Arrigo stated he was glad he was not the only one having problems connecting to the meetings.

Member Lantz made a comment by thanking F Scott Jewell for helping with this information on how to connect to the meetings and she is very grateful with not having to drive to an in person meeting.

Member Padilla made a comment by stating that with businesses opening up now, will they be resuming in person meetings and if so, will Zoom meetings still be an option. F Scott Jewell responded they are waiting to see what the Governor's order is concerning the Brown Act Rules will be. As of now, they will continue with this format for the time being and will revisit this decision in the fall.

FY 2022 BUDGET

Deputy Executive Director, Hector Rodriguez, gave a presentation on the FY 2022 Budget. He discussed the details of how the budget is determined by the data they receive from a company called HDR. They need to provide Metro with a draft budget by February 1 of the year before.

PUBLIC COMMENTS

Mel Bailey made a public comment by thanking Hector Rodriguez for the presentation and stated that they need to re-evaluate the ride share area of the budget. He suggested they consider standing orders and maybe lower costs.

Kim Hudson made a public comment by stating that her husband has a Ford and they are trying to build their own line of accessible vehicles. She suggested they look into

that as an option for vehicles.

MEMBER DISCUSSION

Member Hagen made a comment by stating that she is concerned by the 70% in the presentation. Whatever formula is used to make the projections, it always seems to come up short. She suspects that they don't see the overall trends in transportation. She believes it is way too low and is there any way to make those projections more realistic. Hector Rodriguez responded that HDR uses a very complex econometric model that is historically on mark with exception of last year and this year because of Covid 19. Part of the reason to use an outside firm is because they have a valid analysis provided to them from a company versus them guessing a number. Metro legally requires this to fully fund the expected demand.

Member Hagen made a comment by asking if there is room for objective and subjective information to enter the projections. Hector Rodriguez responded that there is some that takes place within their model. He is not sure of specifics but given his feedback of their contact at HDR they did modify it.

NO SHOW POLICY

ADA Coordinator, Rycharde Martindale, gave a presentation on the Access Services No Show policy. He read the policy and recommendations verbatim.

PUBLIC COMMENTS

Mel Bailey made a public comment by stating that he would like to address how no shows are recorded. He has left voicemails concerning this issue and would like to know what the procedural approach is with this issue.

MEMBER DISCUSSION

Member Lantz made a comment by stating that she has spoken to some members of the community and knows that people have called to cancel their rides and they have still shown up and gotten a no show anyhow. These are issues that could be looked into.

Member Hagen made a comment by stating that sometimes there is an error on the operations or the provider side and not the rider. Sometimes, a rider might cancel multiple trips or standing rides and this request is not fully executed so therefore they get a no show. There needs to be a better distinction on when it is an operation error versus a rider error. This puts the burden on the rider and it is much more difficult to remove a no show off their record and this is unfair for the riders. Access staff and providers need to be better at explaining on how the service works, no shows and late cancellations so that the riders are better informed.

Member Lantz made a comment by asking Rycharde Martindale to inform those that are not able to speak and use communication equipment, on how to reach customer service via other options. Rycharde Martindale responded a person can call for them, by writing, email and fax.

Vice Chair Cardona stated that he agrees with Member Hagen as it has happened to him with his Sunday standing rides.

OFFICER NOMINATING SUBCOMMITTEE

Rycharde Martindale discussed the officer nominations subcommittee and requested 3-5 volunteers to begin the process. He clarified that a member who is involved in the process may not run for office.

MEMBER DISCUSSION

The following members volunteered to sit in the selection committee: Member Aroch, Member Lantz and Member Conrad.

OPERATIONS UPDATE

Operations Service Monitor, Karina Abrica presented the Operations update and statistics. She added that as of May 25th, Access completed over 3,200 trips to and from drop-off vaccination sites. Additionally, Access has completed nearly 400 trips to drive-through vaccination sites. Trips to vaccinations are still non-shared ride. On May 20th, the Dodgers Stadium vaccination site closed for operations. Access continues to provide ADA paratransit service to six drive-through vaccination sites across LA County, in addition to drop-off locations. In terms of highlights, staff attended the virtual Abilities Expo, which had 5,000 unique visitors. The Access Board approved the pursuit of an electric vehicle pilot project and sought the support of Congresswoman Grace Napolitano.

MEMBER DISCUSSION

Member Padilla asked how Karina Abrica found the virtual expo, since he had trouble joining it. He asked if there were different booths and resources on the screen. Karina responded that Access had their own link on the screen. Rogelio Gomez responded that this was a first for Access as well. They did get some traffic in their virtual booth as well and if it continues to be virtual next year, he thinks it will improve.

GOALS RETREAT SUBCOMMITTEE

Matthew Avancena presented an update on this item. There was a request among the members to meet once more to better organize their goals and ideas. They discussed

whether or not they should add the topic of gated communities in a full CAC meeting as an item and the consensus was to be added to the next agenda. If there is no closure to the item it will be added to the subcommittee for further discussion.

MEMBER DISCUSSION

Member Lantz stated that the goal was to bring this to the CAC members for discussion since there are many regulations they need to go over with the goal to then return it to the subcommittee for a deeper discussion.

MEMBER COMMUNICATION

Member Almalel made a comment by thanking everyone for their comments as she appreciates everyone's input and perspectives.

Member Barron made a comment by thanking everyone for the interesting discussion. He appreciates it and it is helping him learn a lot about the committee so far.

Member Conrad stated that the Pro Master vans were discussed at the QSS meeting and they gave their recommendations with their opinion. He wondered if any action has been taken. Matthew Avancena responded that those recommendations were given to the fleet manager and they will be forwarding them to the manufacturer.

Member Hagen thanked everyone for the discussion and presentations. She asked if she could get the results back of the changes to the vehicles that were going to be purchased. She would like that to be a future agenda item.

Member Arrigo made a comment by stating that someone had suggested in having some of the drivers attend their CAC meeting and was wondering if any action was going to take place on this idea. He also wanted to invite someone from the Disability Community Resource Center to do a presentation at one of the meetings. They have support groups and training workshops.

Vice Chair Cardona made a comment by thanking everyone for their presentations and he is happy to have Member Conrad back in the meetings. Happy 4th of July.

Member Aroch made a comment by stating that she is happy to see everyone and thanked Access staff for always being on time and their input in the meeting.

Member Fofoa made a comment by stating God bless everyone.

Member Padilla made a comment by stating that he is glad that there was a discussion on no show policies and knows it is a big issue for everyone. He would like to get an update from Operations concerning the free fare program and free fare ridership.

Member Lantz made a comment by thanking the subcommittee members and the Access staff for their continued commitment and service.

Member Cabil had to leave the meeting a couple minutes early.

Chair Goeman made a comment by thanking everyone for praying for Member Conrad and she is very grateful for their prayers on Denali. She misses her dog but she made the right decision.

ADJOURNMENT

Chair Goeman asked for a motion to adjourn the meeting.

Motion: Member Lantz
Second: Member Padilla

Motion passed

The meeting adjourned at 2:47 p.m.

JULY 13, 2021

TO: COMMUNITY ADVISORY COMMITTEE (CAC)

FROM: RYCHARDE MARTINDALE-ESSINGTON, ADA COORDINATOR FOR CUSTOMER RELATIONS

SUBJECT: CAC NEW MEMBER SUBCOMMITTEE OVERVIEW AND UPDATE

ISSUE:

As Member Marie-France Francois has resigned her position effective June 30, 2021, and to comply with Article 3.1 of the revised CAC Bylaws of May 2020: Membership Application Process, the CAC must begin the process of recruiting, identifying, interviewing, and then selecting a member to fulfill the now existing vacancy. Though this process will begin shortly, in consultation with the CAC Chair, this will not be concluded until after the CAC nominates and elects its officers, expected before October 2021. The following is a brief overview of the process of how a new member is selected and ratified for a position on the CAC.

BACKGROUND:Tentative Schedule of Events:

Thursday July 1, 2021: Access Services publishes, announces, and distributes Notice of a vacancy on the CAC;

Tuesday July 13, 2021: The CAC Chair will be asked to appoint 3-5 volunteers to make up the Member Selection Subcommittee ((MSS) to begin this process;

Wednesday September 1, 2021: Preliminary meeting for MSS to review status of process;

Wednesday September 29, 2021: MSS screens applications and selects applicants to interview;

Tuesday October 5-9, 2021: MSS interviews and then selects their choice for ratification before the full CAC;

Tuesday October 12, 2021: tentative ratification vote by the CAC for new member.

RECOMMENDATION

Chair to appoint volunteers and CAC file item for reference.